

# Virginia Wireless E-911 Services Board

## Project Management Monthly Activity Report

Vendor: L. Robert Kimball & Associates, Inc.  
 Region/Locality: Northern Neck / Middle Peninsula  
 Period: 28 September - 25 October 02

Activity Report					
Task	Locality	% Complete	Total Hours	Hours this period	Comments
<b>Active Tasks</b>					
1 PSAP / CPE Assessment	Region	70%	342	50	See attached comment sheet for all tasks.
2 LEC / WSP Contact & Coordination	Region	45%	96.45	34.2	
3 Phase 1 Request Letters	Region	30%	55.5	17	
4 Cost Recovery Submission	Region	50%	50	8	
5 Review Service Agreements & NDA	Region	25%	23	12	
6 Trunk Sizing & Ordering	Region	60%	72	0	
7 PSAP Strategic Planning / Stakeholder Coordination	Region	20%	96.25	48	
8 Cell Sector Routing	Region	10%	29	15	
9 Wireless Trunks / CPE Installation Oversight	Region	10%	17	15	
10 Coordinate Phase 1 Service Implementation	Region	5%	12	12	
11 Project Status Reports to PSAPs	Region	25%	105	43.5	
12 Project Status Reports to Wireless Board	Region	30%	101.75	4.5	
13 Coordinate Phase 1 Call Processing Training	Region	5%	8	8	
14 Coordinate Phase 1 Testing / Cutover	Region	5%	9	9	
15 True-Up Preparation Assistance	Region	50%	89.25	0	
			1106.2	276.2	
<b>Completed Tasks</b>					
			0	0	

Issues of Importance		
Issue	Actions Proposed to Resolve Issue	Comments
Wireless carriers, and third party representatives, refusing to provide coverage maps.	State and LRK continuing to discuss with vendors	State has interceded; working with vendors to acquire information.
Resolving operational procedures for "all busy" scenario on wireless trunks. Issue must be addressed at: (1) WSP trunks to Selective Router, and (2) trunks from SR to PSAP.	PSAPs have multiple options, including: (1) Fast Busy, (2) Forward to 7-digit line, (3) Forward to recording.	Working w/PSAPs and Service Providers to clarify the issue and arrive at workable procedures for each PSAP.

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Call counting software (Magic) storing pANI for wireless calls, but not CPN.	Vendor investigating options to resolve.	Reviewing options with PSAP; evaluating significance (i.e., PSAP may have CPN in another system, eliminating issue)
In Middlesex County, for wireline E-9-1-1 implementation, Verizon reluctant to activate 9-1-1 database because of number of unresolved addresses (>5%).	Conference call to explore options to turn-up database as lingering addresses are resolved (mostly seasonal housing).	Verizon resolved a number of addresses associated with a single development, getting errors below 5%. Wireline implementation now proceeding.

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**Comments For Specific Activities**

**1 PSAP Assessments**

- Updated initial assessments in database for PSAPs that are now ready for Phase I
- Each PSAP has a different scenario for “all busy” and/or “no answer” options. Each PSAP will determine which they will use (Westmoreland will go to admin line)
- Visited 8 PSAP to review information

**2 LEC/WSP Liaison**

- Began holding regular conference calls with WSPs and LEC to review status and issues of Phase I Implementation
- Continued the process to coordinate Phase I testing between the PSAPs and the WSPs
- Worked with equipment vendors and WSPs to resolve issues on display of information at the PSAP

**3 Phase I Request Letters**

- All Phase I request letters are now on file
- Will be sent out when PSAPs are ready for Phase I (wireless trunks on order)

**4 Cost Recovery Submission**

- Followed up to ensure that all FY04 Funding Requests were submitted and in the State’s possession.

**5 Review Service Agreements & NDA**

- Continued coordination with WSPs to coordinate release of cell sector / coverage information

**6 Trunk Sizing & Ordering**

- No activity this reporting period.

**7 PSAP Planning**

- Incorporated PSAP status updates (Task 11) into action plans for implementation
- Prepared final draft of PSAP Plans for Westmoreland and Lancaster County
- Developing draft plans for the other PSAPs
- Summary and database reports prepared and distributed (attached)

**8 Cell Sector Routing**

- Continued work with PSAPs to confirm call-routing, cell site locations
- Relay confirmation to WSPs and their third-party contractors
- Began work with PSAPs to produce a master site map for each PSAP showing location of all cell sites on a wall map that can be used to assist dispatchers in assigning calls

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**9 Trunks / CPE Installation Oversight**

- Follow up contacts to check status of orders in Middlesex; Verizon re-quoting for recommended number of trunks
- Requested network diagram for confirmation of PSAP route diversity
- Continued follow-up for trunk order in Gloucester County

**10 Coordinate Phase 1 Service Implementation**

- Monitored Phase I testing for Cingular wireless in Westmoreland County (Test Report attached)
- Test scheduling follow-up for Verizon Wireless in Westmoreland, all WSPs in other counties

**11 Project Status Reports to PSAPs**

- Reviewing PSAP status as part of plan updates in Task 7  
(Status Reports and PSAP plans, Task 7, are integrated tools guiding activities for Phase I implementation)
- Visited 8 PSAP to review information
- Updated and distributed individual assessment/status reports for each PSAP
- Posted updates on “Buzz-Saw” web-site for all PSAPs

**12 Project Status Reports to Wireless Board**

- Collected information and prepared monthly status report for Board

**13 Coordinate Phase 1 Call Processing Training**

- Delivered standardized testing guidelines to the WSPs and the PSAPs to ensure that presentation of information to PSAPs is consistent

**13 Coordinate Phase 1 Testing / Cutover**

- Worked with PSAPs to ensure that CPE was ready to receive Phase I information from the LEC
- Westmoreland County cutover for Phase I with Cingular was finished

**14 True-Up Preparation Assistance**

- Worked with all 11 PSAPs to research and prepare FY02 True-Ups
- Followed up to ensure that all FY02 True-Ups were submitted to the Board

**15 Funding/True-Up Assistance**

- Made sure that all FY03 and FY04 submissions were sent to the Wireless Board